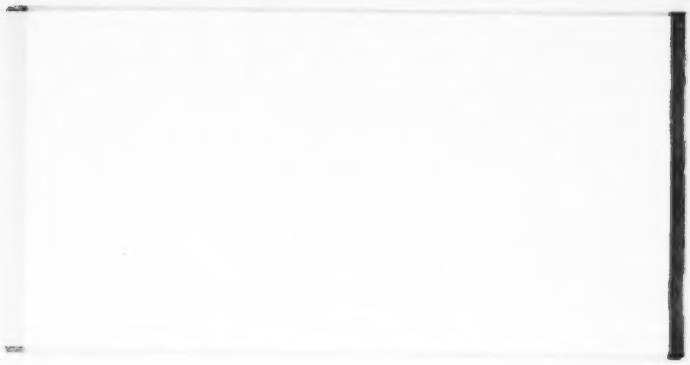

THE SOCIAL PLANNING and RESEARCH COUNCIL of Hamilton and District

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SOCIAL HOUSING IMPACT STUDY

EXECUTIVE SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

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This research is dedicated to the thousands of homeless people in Canada and the even larger number of people who struggle each day to maintain themselves and their families in affordable, quality housing. The International Year of Shelter for the Homeless (1987) gave us all the opportunity to realize the depth of the problem. Let us never stop working toward quality shelter for all.

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And Caroline Eyk spent many hours typing the three volumes of reports and the accompanying revisions. We really appreciate her patience and commitment.

And finally, thanks to the study participants who provided us with the data upon which to make recommendations about non-profit housing in neighbourhoods.

DEFINITION OF KEY TERMS

Affordable Housing - same as non-profit housing in this study.

Community Support Facilities/Services - or range of activities that can be provided at the neighbourhood level including doctors' offices, seniors' centers, legal aid clinics, mental health drop-in centers, etc.

Control Group of Neighbours - is a neighbourhood that does not have non-profit housing in it. It is contrasted with the other two neighbourhood groups which have non-profit housing complexes in the neighbourhoods. A control group was selected to see if neighbours who do not have non-profit housing in their neighbourhood have similar attitudes and perceptions as do neighbours who have non-profit housing in their neighbourhoods.

High Rise Apartments - more than 5 storeys high

Homelessness - There are two groups of people; street people and victims of disaster who have no homes at all (absolute homelessness) and people whose homes do not meet the United Nation's basic standards (relative homelessness) (Canadian Council on Social Development, no date).

LEM - low end of market rental units.

Low Rise Apartments - less than 5 storeys high

MNPH - municipal non-profit housing - municipally-based non-profit housing corporations which develop and maintain non-profit housing projects which contain RGI and LEM units.

Neighbourhood - is a 2-block radius from a non-profit housing site or rental townhouse site. It forms a boundary from which study participants were selected.

Non-Profit Housing - all units, whether rent-geared-to-income or market rent, provided through various government programs by non-profit private, community-based or public organizations.

PNPH - private non-profit housing - non-profit housing which contains RGI and LEM units provided by community based or public organizations.

RGI - rent-geared-to-income units. In these units tenants do not spend more than 30% of their gross income on rent.

Social Housing - same as non-profit housing in this study.

Social Support Networks - the group of family and friends which respondents think are important to them (e.g., for social activities, for emotional support, etc.).

Stigma - a negative attitude held by some people against others because of perceived inequalities.

PREAMBLE

This document is one of three volumes prepared during the course of the Social Housing Impact Study. This report contains a brief overview of the methodology and demographics of the study participants. It also contains the comparative analysis and discussion of the three groups of neighbours' findings as well as a summary of the municipal non-profit housing residents' responses. Conclusions and recommendations are also presented in this report.

Another volume, the "Social Housing Impact Study" contains this information in much greater detail. The report includes a literature review and references, a detailed methodology and the data from the questionnaires. The data from the questionnaires are presented in group form; that is, the responses to the same or similar questions for the four groups of respondents are presented in the same tables. This makes it easier for the reader to do his/her own comparative analysis of the response frequencies. Chapters on comparative analyses and discussion, conclusions and recommendations are also included in this report.

A third publication, the Appendices, is also available. The Appendices contain detailed responses for every question in each of the four questionnaires for the four groups of respondents. These data are not presented in comparative form; each section is devoted to one of the four respondent groups.

One important point must be made at the outset of this report. The small number of respondents in each of the 4 groups limits the extent to which the study results can be generalized to the entire population of Hamilton residents. Since there were small numbers of respondents in each of the four groups, the conclusions and recommendations should be understood with caution until more data are collected and analysed for representativeness. Consequently, the collected data and any subsequent interpretations are made specific to these four groups and generalizations to other non-profit neighbours are conditional.

ABSTRACT

Introduction

This descriptive and exploratory study focused on the social impact of non-profit housing on residents of non-profit housing and their neighbours. This study had three purposes:

1. to develop an understanding of the impact on and changes in the quality of life for residents of a municipal non-profit housing site;
2. to develop an understanding of the impact on the neighbours of non-profit housing projects; and
3. to conduct a comparative analysis of the experiences of neighbours of a municipal non-profit housing site, a private non-profit housing site and a control group of neighbours.

Method and Participants

Four groups of participants were interviewed in person or by telephone with the aid of questionnaires. The following list outlines the groups of participants and their response rate.

1. the residents of a municipal non-profit housing site - 20 interviews were completed (response rate = 53%).
2. the neighbours who live in the same neighbourhood as a municipal non-profit housing site - 18 interviews were completed (response rate = 25%).
3. the neighbours who live in the same neighbourhood as a private non-profit housing site - 13 interviews were completed (response rate = 15%).
4. a control group of neighbours who do not live adjacent to any non-profit housing - 30 interviews were completed (response rate = 27%).

There are limitations to the generalizability of the findings because of the small number of participants. Consequently, the data and subsequent interpretations should be limited to the groups of the present study.

Summary and Conclusions

a) Impact on Municipal Non-Profit Housing Residents

- Overall, the residents are satisfied with their housing in terms of the size of various rooms, plumbing and water, heat and electricity, landscaping, play areas and parking. But a majority noted construction defects in their units. A majority also stated that the outside appearance of their units is important to them.

- A majority perceive services to be easily accessible. Thus, it does not appear that living where they are has affected their ability to get to necessary services.

- A majority of residents are still able to contact old neighbours, friends and relatives as necessary. Thus, respondents' social support networks do not appear to be negatively affected by where they live.

- On a number of items, low-end-of-market rent residents (LEM) responded more negatively than the rent-geared-to-income residents (RGI) about the impact of non-profit housing on themselves. The reason for these differences between the two groups may result from the RGI residents' perception that where they came from is much worse than what they have now, whereas LEM residents may not have the same perception.

b) Impact on Neighbours

- Municipal non-profit housing neighbours were more aware of private non-profit housing in their neighbourhood than municipal non-profit housing. Private non-profit housing neighbours were also more aware of private non-profit housing sites. Thus, most of the responses presented in this study reflect perceptions of non-profit housing sites other than the municipal non-profit housing site.

- Although support for non-profit housing was wide spread, this support tended to diminish as the issue became 'closer to home' for respondents (i.e., the 'not in my backyard' dilemma). Opposition to non-profit housing was more than twice as high as the level of opposition to locating other kinds of community services in neighbourhoods.

- The most frequent sources of concern related to issues of decreased property values and increased population densities. These responses appeared to be linked to an opposition to the development of townhouses - this is especially true of the control group (in this study, these were rentals) as opposed to non-profit housing per se.

- Most of the opposition to non-profit housing in neighbourhoods was tied to negative attitudes associated with the type and appearance of non-profit housing buildings and a lack of awareness of non-profit housing residents. In general, non-profit housing residents were judged more positively than non-profit housing buildings per se.

- In general, non-profit housing neighbours had slightly more positive perceptions about non-profit housing than did the control group neighbours. The results did not support the proposition that non-profit housing is disruptive and subsequently increases neighbours' opposition to non-profit housing.

- A group of neighbours who were aware of the non-profit sites in their neighbourhood showed a shift away from opposition to an increase in neutral or indifferent attitudes toward non-profit housing. If non-profit housing units were disruptive this trend would not have surfaced.

- Results from the private non-profit housing neighbours alone suggest that non-profit housing units can receive a relatively high degree of support in a community, if they are judged to fit in - single family homes 'fit in' to single family neighbourhoods.

- Some opposition to non-profit housing will occur in every neighbourhood - based on this study, the opposition to non-profit housing could be between 56% and 66% of the neighbourhood population whereas the opposition to non-profit housing residents could be 30% to 40%.

- If non-profit housing units are judged to 'fit in' to the neighbourhood and neighbours' awareness of the residents is facilitated through social interaction, opposition can be translated into neutral attitudes.

Recommendations

a) Municipal Non-Profit Housing Residents

1. THAT GOOD QUALITY BUILDING MATERIALS AND WORKMANSHIP BE CONSIDERED IN THE DEVELOPMENT OF NON-PROFIT HOUSING SO THAT BUILDINGS DO NOT DETERIORATE QUICKLY.
2. THAT THE EXTERIOR ENVIRONMENT SURROUNDING NON-PROFIT HOUSING UNITS BE MAINTAINED BY THE NON-PROFIT HOUSING BOARD SINCE A MAJORITY OF RESIDENTS STATED THAT THE OUTSIDE APPEARANCE OF THEIR UNITS WERE IMPORTANT TO THEM.
3. THAT FURTHER RESEARCH BE UNDERTAKEN TO FURTHER EXPLORE, UNDERSTAND AND SUBSEQUENTLY IMPROVE THE "RELATIONSHIP" BETWEEN RENT-GEARED-TO-INCOME RESIDENTS AND LOW-END-OF-MARKET RENT RESIDENTS.

b) Neighbours

4. GIVEN THE FREQUENCY OF CONCERNS ABOUT PROPERTY VALUES AND GIVEN THE APPARENT LACK OF EMPIRICAL RESEARCH ON THE EFFECTS OF NON-PROFIT HOUSING ON PROPERTY VALUES, THE FOLLOWING RECOMMENDATION IS POSED - THAT REPRESENTATIVES FROM THE SOCIAL PLANNING AND RESEARCH COUNCIL AND THE MUNICIPAL NON-PROFIT HOUSING CORPORATION MEET WITH REPRESENTATIVES FROM THE HAMILTON REAL ESTATE BOARD FOR THE PURPOSE OF REVIEWING THE FEASIBILITY OF ANALYZING THE RELATIONSHIP BETWEEN NON-PROFIT HOUSING AND NEIGHBOURHOOD PROPERTY VALUES IN HAMILTON-WENTWORTH.
5. GIVEN THE IMPORTANCE OF THE 'FIT' OF UNITS INTO A NEIGHBOURHOOD AND THE APPARENT IMPORTANCE OF INTERACTION AMONG RESIDENTS AND NEIGHBOURS WITH RESPECT TO FACILITATING NEIGHBOURHOOD ACCEPTANCE, THE FOLLOWING PRINCIPLES ARE RECOMMENDED:
   A) THAT NEIGHBOURS OF A PROPOSED NON-PROFIT SITE BE INVOLVED IN THE PLANNING AND SITE DEVELOPMENT PHASES TO ENSURE THAT THEIR CONCERNS ARE NOTED BY THE PROJECT DEVELOPERS (e.g. BUILDING TYPE, ETC.). "HIDING" A NON-PROFIT HOUSING DEVELOPMENT IN A NEIGHBOURHOOD MAY NOT BE A GOOD IDEA.
   B) THAT PLANS FOR PROPOSED NON-PROFIT DEVELOPMENTS INCLUDE SPECIFIC PLANS FOR FACILITATING THE INTERACTION OF RESIDENTS AND NEIGHBOURS (e.g., LOCATION AND ORIENTATION OF BUILDINGS, PATHWAYS, PLACEMENT OF COMMUNITY CENTERS, ETC.).
6. GIVEN THE PREVALENCE OF NEGATIVE STEREOTYPES ABOUT NON-PROFIT HOUSING RESIDENTS, IT IS RECOMMENDED THAT AN ORGANIZED COMMUNTY EDUCATION PROGRAM BE DESIGNED FOR USE IN NEIGHBOURHOODS WHERE NON-PROFIT SITES ARE PLANNED. THIS EDUCATION PROGRAM SHOULD INCLUDE:
   A) FACTUAL INFORMATION ABOUT THE NATURE OF NON-PROFIT HOUSING, ELIGIBILITY REQUIREMENTS AND THE CHARACTERISTICS OF RESIDENTS;
   B) AN ABSTRACT OF THE RESULTS OF THIS STUDY PERTAINING TO NEIGHBOURS' PERCEPTIONS OF SOCIAL HOUSING;
   C) ANY OBJECTIVE INFORMATION WHICH CAN BE GATHERED PERTAINING TO PROPERTY VALUES;
   D) INFORMATION ON THE MANNER IN WHICH NEIGHBOURS CAN PARTICIPATE IN THE PLANNING OF NON-PROFIT HOUSING IN THEIR NEIGHBOURHOODS.

7. THAT DESCRIPTIVE INFORMATION ABOUT THE VARIOUS NON-PROFIT HOUSING DEVELOPMENTS (INCLUDING THEIR NEIGHBOURHOODS) LOCATED NEAR THE THREE STUDY POPULATIONS OF THE PRESENT STUDY BE COLLECTED IN ORDER TO SEE IF THIS DATA COULD ACCOUNT FOR THE VARIATION FOUND AMONG THE NEIGHBOUR GROUPS. THIS WOULD INCLUDE BUT NOT BE LIMITED TO:
   A) DEMOGRAPHICS (USING CENSUS INFORMATION),
   B) CONTEXTUAL INFORMATION ABOUT THE SITES INCLUDING AGE OF SITE, RESIDENTIAL MIX AND OTHER DEVELOPMENTS, AND DIFFERENCE IN THE MEDIA COVERAGE OF THE SITES (i.e, CONTENT ANALYSIS, ETC.).
8. THAT POLICE DEPARTMENT DATA ON CRIME RATES BE COLLECTED FOR THE STUDIED NEIGHBOURHOODS AND OTHER SIMILAR NEIGHBOURHOODS (AS CONTROLS) TO SEE IF THERE ARE SIGNIFICANT DIFFERENCES AND SIMILARITIES.
9. THAT RESEARCH BE UNDERTAKEN TO EXPLORE FURTHER THE GENERAL SOCIETAL BIAS WHICH EXISTS AGAINST LOW INCOME PEOPLE WHETHER THEY LIVE IN NON-PROFIT HOUSING OR NOT. AND TO ALSO, EXPLORE THE POSSIBILITY OF "PUBLIC EDUCATION" TO ALTER THIS BIAS.

1.0 INTRODUCTION

The United Nations designated 1987 as the "International Year of Shelter for the Homeless". As a result, there has been an effort around the world to raise people's awareness about the housing crisis that currently exists. In Hamilton-Wentworth Region, the local housing crisis has been receiving continuous scrutiny over the past few years. The present study presents data to help the Hamilton-Wentworth community better understand the social impact of one specific type of housing, non-profit housing, on both the residents of non-profit housing and their neighbours.

1.1 Purpose

This social impact study has three purposes:

a) to develop an understanding of the impact on and changes in the quality of life for residents of a municipal non-profit housing site;

b) to develop an understanding of the impact on the neighbours of non-profit housing projects;

c) to conduct a comparative analysis of the experiences of neighbours of a municipal non-profit housing site, a private non-profit housing site and a control group of neighbours.

1.2 Methodology

The intent of this research was descriptive and exploratory. Four groups of participants were randomly selected for the study:

a) the residents of a municipal non-profit housing site;

b) the neighbours who live in the same neighbourhood as a municipal non-profit housing site;

c) the neighbours who live in the same neighbourhood as a private non-profit housing site; and

d) a control group of neighbours who do not live adjacent to any non-profit housing.

Prior to the study, all participants were sent letters of introduction to the study. Personal interviews for the first three groups of participants, aided by questionnaires in respondents' homes, were used to collect the data. The last group of participants, the control group of neighbours, were interviewed by telephone with the aid of questionnaires.

a) the residents of a municipal non-profit housing site - 20 interviews were completed (response rate = 53%).

b) the neighbours who live in the same neighbourhood as a municipal non-profit housing site - 18 interviews were completed (response rate = 25%).

c) the neighbours who live in the same neighbourhood as a private non-profit housing site - 13 interviews were completed (response rate = 15%).

d) a control group of neighbours who do not live adjacent to any non-profit housing - 30 interviews were completed (response rate = 27%).

The small number of respondents in each of the 4 groups limits the extent to which the study results can be generalized to the entire population of Hamilton residents. Since there were small numbers of respondents in each of the four groups, the conclusions and recommendations should be understood with

caution until more data are collected and analysed for representativeness. Consequently, the collected data and any subsequent interpretations are made specific to these four groups and generalizations to other non-profit neighbours are conditional.

1.3 Demographic Summary of Study Participants

Table 1.1 provides a summary of demographic information for the four groups of respondents. The municipal non-profit residents and neighbours contain slightly more males than females but for the private non-profit neighbours and the control group the opposite is true. The age group containing the highest percentage of respondents is 26 to 35 years; the municipal non-profit residents and neighbours as well as the control group reveal these percentages. The private non-profit neighbours on the other hand revealed a high percentage in the 46+ age group. A majority of respondents from all four groups were married/living together. The largest percentage of respondents across the four groups are full-time workers and the majority of respondents' spouses are employed, primarily in full-time occupations. The municipal non-profit housing respondents all had children whereas there were some childless respondents in each of the other three neighbour groups. Only 2 respondents out of the four groups said their children are in a day care program. The majority of respondents from the municipal non-profit housing residents and neighbours as well as the control group were born in Canada; the private non-profit neighbours revealed a higher percentage of people born outside of Canada. The largest number of respondents in the three neighbourhood groups have lived in Hamilton for more than 21 years whereas the largest group of residents have lived in Hamilton for less than 5 years.

TABLE 1.1: A SUMMARY OF DEMOGRAPHIC INFORMATION FOR THE FOUR GROUPS

	MNPH Residents		MNPH Neighbours		PNPH Neighbours		Control Group	
	Freq	%	Freq	%	Freq	%	Freq	%
a) Sex								
Male	11	(55)	10	(56)	6	(46)	13	(43)
Female	9	(45)	8	(44)	7	(54)	17	(57)
Total	20		18		13		30	
b) Age								
<25 Years	0		0		0		1	(3)
26 - 35 Years	9	(45)	8	(44)	2	(15)	10	(33)
36 - 45 Years	3	(15)	7	(39)	2	(15)	11	(37)
46+	8	(40)	3	(17)	9	(69)	8	(27)
c) Marital Status								
Never Married	1	(5)	1	(6)	1	(8)	0	
Separated/Divorced	6	(30)	0		1	(8)	0	
Married/Living Together	13	(65)	16	(89)	10	(77)	30	(100)
Widowed	0		1	(6)	1	(8)	0	
d) Work Status								
Full-Time Worker	11	(55)	13	(72)	7	(54)	17	(57)
Part-Time Worker	3	(15)	0		4	(31)	4	(13)
Full-Time Homemaker	4	(20)	5	(28)	1	(8)	7	(23)
Temporary Worker	0		0		0		1	(3)
Retired	0		0		1	(8)	1	(3)
Full-Time Student	2	(10)	0		0		0	
e) Spouse Employed?								
Yes	9	(69)	15	(94)	8	(80)	25	(83)
No	4	(31)	1	(6)	1	(10)	5	(17)
f) Spouses' Work Status								
Full-Time Worker	7	(78)	12	(80)	6	(75)	20	(80)
Part-Time Worker	2	(22)	3	(20)	2	(25)	5	(20)
g) Number of Children at Home								
No Children	0		6	(33)	5	(38)	5	(17)
1 Child	11	(55)	5	(28)	3	(23)	10	(33)
2 Children	6	(30)	4	(22)	1	(8)	11	(37)
3 Children	2	(10)	3	(17)	2	(15)	4	(13)
4 Children	1	(5)	0		1	(8)	0	
h) Children in Day Care								
Yes	2	(10)	0		0		question not asked	
i) Where Respondents Born?								
In Canada	17	(85)	11	(61)	4	(31)	22	(73)
Outside Canada	3	(15)	7	(39)	9	(69)	8	(27)
j) Length of Residence in Hamilton								
5 Years or Less	9	(45)	4	(22)	1	(8)	1	(3)
6 to 10 Years	3	(15)	2	(11)	0		2	(7)
11 to 20 Years	1	(5)	5	(28)	5	(39)	5	(17)
>21 Years	6	(30)	6	(33)	7	(54)	18	(60)
No response	1	(5)	1	(6)	0		4	(13)

2.0 COMPARATIVE ANALYSIS AND DISCUSSION*

2.1 General Attitudes Held by The Three Groups of Neighbours Regarding Non-Profit Housing

The descriptions presented in this section are based on the pooled data from 3 groups of neighbours: the municipal non-profit housing neighbours, the private non-profit housing neighbours and the control group of neighbours. The questionnaire data for these three groups are combined in order to develop an understanding of the trends for the 3 groups as a whole.

There is an interesting trend in Table 2.1. Support for the use of non-profit housing as a means of providing affordable housing was strong. Only 8% opposed its use. When asked about increased spending to provide more non-profit housing, however, 25% felt it was a waste of tax dollars. When asked whether residents of a community should accept the location of non-profit housing in their neighbourhood, the level of opposition rose to 33%. Finally, when asked whether they themselves would oppose non-profit housing in their neighbourhood, the level of opposition rose to 56%. In general, then, the level of opposition rose as the question came "closer to home". Although 84% supported the concept of non-profit housing, 56% said they would oppose its location in their neighbourhood.

* The percentages were rounded-off in this section of the report.

Interestingly, however, the proportion who replied that they would not want to live next door to someone who lives in non-profit housing was only 39%. On this question, 31% of the respondents were neutral.

In summary, these results are consistent with the expectations which arise from the well-known "not in my backyard" attitude towards non-profit housing. Although support for the concept was wide spread, over half of the respondents were opposed to locating non-profit housing in their particular neighbourhood.

TABLE 2.1: THE THREE GROUPS OF NEIGHBOURS' LEVEL OF AGREEMENT WITH A NUMBER OF STATEMENTS

	Agree	Disagree	Neutral	It Depends
1. Non-profit housing is a good way to help others find affordable housing.	84%	8%	8%	
2. Increased government spending to build non-profit housing is a waste of tax dollars.	25%	18%	57%	
3. Neighbours should accept the location of non-profit housing in their neighbourhood to serve the need of the local community.	46%	33%	21%	
4. Would you say that, in general you support the location of non-profit housing in your neighbourhood?	26%	56%	15%	3%
5. I would not want to live next door to someone who lives in non-profit housing.	39%	30%	31%	

a) Sources of Concern Regarding Non-Profit Housing

When asked about the potentially negative effects of non-profit housing upon their neighbourhoods, the largest percentage (81%) felt it would affect

property values. Fifty-seven percent felt it would affect traffic levels, 52% felt it would affect noise levels and 46% felt it would affect parking spaces. Those concerns are all related to property values and the perceived consequences of the increase in population density which would result from non-profit housing.

Related to those concerns was a general perception that non-profit housing would discourage people from moving into the neighbourhood - a view held by 57% of the respondents. Sixteen percent responded 'it depends' to this question while 15% replied that they didn't know whether non-profit housing would encourage or discourage persons from moving into their neighbourhood. Only 3% felt that it might encourage new neighbours to move into the neighbourhood. Among the respondents who felt it would discourage new residents, 20 gave reasons for their opinion; these are presented in Table 2.2.

TABLE 2.2 REASONS WHY NON-PROFIT HOUSING WOULD DISCOURAGE NEW NEIGHBOURS FROM MOVING INTO THE NEIGHBOURHOOD

Reasons	Percentage
Residents would not maintain homes	30%
Society has a negative attitude	25%
Appearance of non-profits is unappealing	20%
Crowding	10%
Neighbourhood would look 'low class'	10%
One neighbour has already moved out of the neighbourhood	5%
Total	100%

A smaller proportion of respondents had concerns about the type of residents who would be living in non-profit housing. Twenty-eight percent felt that 'people who live in non-profit housing may be a bad influence on their children'. Eleven percent agreed with the statement - 'It is frightening to think of residents of non-profit housing living in this area'. As mentioned in the previous section of this chapter, 39% stated that they would not want to live next door to someone who lives in non-profit housing.

It appears, therefore, that a majority of neighbours have concerns about the structure of non-profit housing which are related to problems of increased population densities and decreased property values. A minority, however, have concerns about the nature of the residents.

b) Attitudes Towards Other Community Support Services

Neighbours were asked how they felt about locating a variety of other community services in their neighbourhood. The percentage opposing each service is presented in Table 2.3.

TABLE 2.3: PERCENTAGE OF RESPONDENTS OPPOSED TO VARIOUS COMMUNITY SUPPORT SERVICES

Service	% Opposed
Mental Health Drop-In Center	26%
Center for the Homeless	23%
Legal Aid Clinic	15%
Youth Drop-In Center	15%
Youth Legal Services	13%
Public Health Clinic	11%
Accountant's Office	10%
Children's Day Care Center	10%
Seniors' Drop-In	8%
Dentist's Office	8%
Community Recreation Center	7%
Youth Recreation Center	7%
Lawyer's Office	7%
Seniors' Fitness Center	5%
Geriatric Health Center	5%
Doctor's Office	3%

Opposition appeared to increase in relation to the degree to which the service would deal with persons with socially controversial problems. Less than 10% opposed services which tended to serve the general public. Opposition rose to approximately 15% when the service was designed to assist low income persons, persons in conflict with the law or persons requiring legal advice. Opposition to a legal aid clinic was more than twice the level

of opposition to a lawyer's office. Opposition was highest to services for the homeless (23%) and ex-psychiatric patients (26%).

It is noteworthy, however, that the level of opposition to non-profit housing (56% from page 5) was more than double the level of opposition to a mental health drop-in center. This may be due to the fact that non-profit housing has a more pronounced impact upon the structure and population density of the community (ie., because the concentration of non-profit housing residents is constant whereas patrons of various community services would only come into the area during business hours). Respondents, whose opposition to non-profit housing was based upon density concerns might not oppose the establishment of a drop-in center for ex-psychiatric patients.

c) Summary

1. Although there was wide-spread support among the respondents for the 'concept' of non-profit housing, a majority opposed the location of non-profit housing within their own neighbourhood.
2. The most prevalent concerns about non-profit housing relate to property values and the impact of increased population densities. A proportion of respondents, however, had concerns about the type of residents that would reside in non-profit housing. Twenty-eight percent felt such residents might have a bad effect upon their children and 11% were frightened of the prospect of having non-profit housing residents living in their neighbourhood.

3. Opposition to non-profit housing was more than twice as high as the level of opposition to locating other kinds of community services in their neighbourhood. Between 5% and 10% of the respondents were opposed to any community support services.

2.2 Comparison of Attitudes Between Non-Profit Housing Neighbours and the Control Group Neighbours

This section focuses on two groups of neighbours. One group is the combined group of municipal and private non-profit housing neighbours and the other group is the control group. This section reveals the differences and similarities between neighbours who are exposed to non-profit housing in their neighbourhoods and neighbours who do not have non-profit housing in their neighbourhood (i.e., control group).

One of the primary purposes of comparing the responses of the control group with those of the non-profit housing neighbours was to examine whether or not proximity to non-profit housing had an effect on attitudes. If, for example, the neighbours of non-profit housing units had substantially more negative attitudes towards non-profit housing, it may be that their experiences with the housing and/or its residents had led to more negative perceptions. This result would be consistent with the notion that non-proift housing has a disruptive effect upon the neighbourhood.

This analysis is complicated by two important dimensions:

1. Not all of the non-profit neighbours were aware that they had non-profit units in their neighbourhood - 39% were unaware.
2. A substantial proportion of the control group (77%) were aware of non-profit units in areas just beyond the boundaries of their neighbourhoods.

As a result, this analysis cannot be construed as a comparison between a group that was 'experienced' with respect to non-profit housing and a group that was 'inexperienced'. The importance of this 'awareness' factor is examined in the next section of this report.

This section will concentrate upon the differences between the non-profit neighbours and the control group and, as such, will examine the effect of 'proximity' to non-profit housing rather than 'awareness of' or 'experience with' non-profit housing. If non-profit housing has a disruptive influence upon neighbourhoods, it is anticipated that non-profit neighbours would have more negative attitudes toward non-profit housing than those among the control group.

a). Attitudes Towards Non-Profit Housing

Neighbours of non-profit housing neighbourhoods were less likely to oppose the location of non-profit housing units in their neighbourhood than the control group neighbours although the largest proportion in both groups were in opposition (see Table 2.4). This tendency for the non-profit

neighbours to have a slightly more positive view of non-profit housing was also present in a number of other items (see also Table 2.5):

- they were less likely to oppose living next door to non-profit housing residents;
- they were less likely to believe that non-profit residents would be a bad influence on their children;
- they were more likely to disagree with the statement that it was frightening to think of non-profit residents living in their community. This difference was primarily due to fewer 'neutral' responses and this suggests that the non-profit neighbours were more polarized on this question than the control group.

TABLE 2.4: PERCENTAGE OF NON-PROFIT HOUSING NEIGHBOURS AND CONTROL NEIGHBOURS WHO SUPPORT OR OPPOSE NON-PROFIT HOUSING IN THEIR NEIGHBOURHOOD

	Non-Profit Housing Neighbours	Control Neighbours
Support	39%	13%
Oppose	45%	67%
Neutral	13%	17%
It Depends	3%	3%
Total	100%	100%

TABLE 2.5: NON-PROFIT NEIGHBOURS AND CONTROL GROUP LEVELS OF AGREEMENT WITH HOUSING STATEMENTS

	Non-Profit Housing Neighbours			Control Group Neighbours		
	Agree	Neutral	Disagree	Agree	Neutral	Disagree
1. Non-profit housing is a good way to help others find affordable housing.	89%	10%	6%	83%	7%	10%
2. Increased government spending to build non-profit housing is a waste of tax dollars.	32%	19%	48%	17%	17%	67%
3. Neighbourhood residents have nothing to fear from people who live in non-profit housing.	36%	19%	45%	30%	40%	30%
4. All non-profit housing should be built in one specified area of the City rather than spread throughout the City.	19%	16%	65%	13%	13%	73%
5. We need to adopt a far more tolerant attitude toward those people who are receiving financial assistance to find affordable housing.	55%	19%	26%	80%	7%	13%
6. It is frightening to think of residents of non-profit housing living in this area.	13%	6%	81%	10%	30%	60%
7. Residents should accept the location of non-profit housing in their neighbourhood to serve the needs of the local community.	45%	19%	29%	40%	23%	37%
8. I would not want to live next door to someone who lives in non-profit housing.	36%	26%	39%	43%	37%	20%
9. People who live in non-profit housing should not be treated as outcasts of society.	84%	6%	10%	93%	7%	
10. People who live in non-profit housing may be a bad influence on our children.	23%	23%	55%	33%	20%	47%

Non-profit neighbours were also more polarized on the question regarding whether neighbours had anything to fear from non-profit residents. In this case, a larger proportion of the non-profit neighbours both agreed and disagreed with this statement with fewer in the neutral category. (Additional details are outlined in Table 2.5 but not elaborated upon here.)

In other sections of the questionnaires, respondents were asked a number of other related questions. The non-profit neighbours were considerably less likely to feel that they needed to develop a more tolerant view of non-profit residents. They also tended to have more negative feelings about the effects of additional non-profit housing on the attractiveness of their neighbourhood. Among the non-profit neighbours, 68% felt that more non-profit housing would detract from the visual appearance of their neighbourhood, as compared with 57% of the control neighbours. Similarily, 61% of the non-profit neighbours felt that non-profit housing would discourage people from moving into the neighbourhood. Only 53% of the control group felt this way.

Taken together, these results suggest some inconsistency in attitudes. The non-profit neighbours were less likely to oppose the location of non-profit housing in their community despite the fact that they were somewhat more likely to believe that this housing would have a negative impact on the attractiveness of their community. This suggests that they were more willing to accept the 'loss of attractiveness' consequence than were the control neighbours.

In general, then, the results did not support the notion that the non-profit neighbours would report more negative attitudes towards non-profit housing, when compared to the control group. On a number of dimensions, the non-profit neighbours were slightly more positive although these differences did not tend to be large.

These results, therefore, did not provide any evidence to support the notion that proximity to non-profit housing was associated with more negative attitudes towards non-profit housing. This, in turn, did not support the proposition that non-profit housing had a significant disruptive effect upon the neighbourhood.

b) Attitudes Towards Other Community Services

The non-profit neighbours were compared to the control group with respect to their level of opposition to other kinds of community services. Table 2.6 displays these result.

TABLE 2.6: PERCENTAGE OF NON-PROFIT NEIGHBOURS AND CONTROL GROUP NEIGHBOURS OPPOSED TO VARIOUS COMMUNITY SUPPORT SERVICES

Services	Non-Profit Neighbours % opposed	Control Group % opposed
Mental Health Drop-In	36%	17%
Center for Homeless	32%	13%
Seniors' Drop-In	13%	3%
Youth Drop-In	16%	13%
Community Recreation Center	10%	3%
Youth Recreation Center	10%	3%
Seniors' Fitness Program	10%	0%
Children's Day Care	10%	10%
Doctor's Office	10%	3%
Public Health Clinic	10%	13%
Dentist's Office	7%	10%
Geriatric Health Center	7%	3%
Legal Aid Clinic	16%	13%
Accountant's Office	13%	7%
Lawyer's Office	6%	7%
Youth Legal Clinic	10%	17%

The differences between the two groups were relatively minor on most of the dimensions. Of note, however, is the tendency to for the non-profit group to have a substantially higher level of opposition to a mental health drop-in center and a center for the homeless than the control group neighbours. Among the alternatives listed, these are the services which serve the most socially-controversial target groups.

It appears, therefore, that the lower level of opposition to non-profit housing among the non-profit group was not associated to a lower level of opposition to controversial services in general. This group may have been more accepting of non-profit housing but they were considerably less accepting of other controversial services.

c) Attitudes Towards Housing Types

The control group neighbours were also asked whether they were in favour or opposed to different building types within their community. Table 2.7 reveals the control group neighbours' degree of opposition to various building types.

TABLE 2.7: CONTROL GROUP'S LEVEL OF OPPOSITION TO VARIOUS BUILDING TYPES

Building Type	% Opposed
Single Family Dwellings	0%
Duplexes	17%
Townhouses	57%
Condominiums	57%
Low Rise Apartments	60%
High Rise Apartments	73%

The majority of this group were opposed to any type of housing other than single family dwellings. The highest level of opposition was for high rise apartments.

d) Summary

1. The non-profit housing neighbours did not exhibit a higher proportion of negative attitudes towards non-profit housing than did the control neighbours, despite the fact the non-profit neighbours appeared to have more negative attitudes towards other controversial community services. This suggests that non-profit housing has little neighbourhood disruption.
2. Among the control group, most of the respondents were opposed to the location of any housing types other than single family dwellings in their neighbourhood.
3. The analysis completed in this section was complicated by the fact that 38% of the non-profit neighbours were unaware of the existence of non-profit housing units in their neighbourhood. The effect of 'awareness' upon attitudes towards housing is examined in the next chapter.

2.3 Comparison of Aware and Unaware Non-Profit Neighbours' Responses

This section focuses only upon the two groups of non-profit housing neighbours - the control group of neighbours is not included in this section. First, an analysis was completed of the neighbours who are aware of non-profit housing in their neighbourhood compared with those neighbours who are unaware. Then an analysis of the municipal non-profit neighbours and the private non-profit neighbours was completed.

a) Levels of Awareness

More municipal non-profit housing neighbours were aware of non-profit housing in their neighbourhood than were private non-profit neighbours. Among respondents adjacent to the municipal project, 66% were aware that they had non-profit housing in their neighbourhood but only 17% identified the municipal housing units. The majority (83%) of these respondents identified other non-profit units rather than the municipal units. Within the private non-profit group of neighbours, 54% of the respondents were aware that they had non-profit housing in their neighbourhood identified the same private non-profit housing development. The results suggest, therefore, that although the level of awareness about non-profit housing units was relatively similar in both neighbourhoods (66% vs. 54%), the municipal non-profit housing units were less 'noticed' than the private units.

This has important implications for the results of this study. Since so few of the neighbours of the municipal units were aware of the existence of these units, any attitudes which they may have developed in response to their awareness of non-profit housing may have developed as a result of exposure to other non-profit developments in their neighbourhood and not specifically the municipal site. One of the purposes of this study was to compare the neighbours of private and municipal non-profit housing developments with respect to their attitudes towards the non-profit housing units. Given the very low level of awareness of municipal units among the neighbours, it is not possible to carry out this analysis. Across the 31 respondents contained in both groups, only 2 of them (7%) were aware of municipal units. These

results suggest that the municipal units had a much lower profile in their neighbourhood than did other non-profit units.

b) Awareness and Attitudes

When the municipal and private non-profit neighbours were considered as one group they did not exhibit a higher proportion of negative attitudes toward non-profit housing than the control group. This suggests that those familiar with non-profit housing have more positive attitudes about this type of housing. When the municipal and private non-profit neighbours were divided into two groups - aware and unaware of non-profit housing in their neighbourhoods - it was anticipated that those who were aware would reveal more positive attitudes than those who were unaware. Interestingly, an opposite effect was found.

In general, the neighbours living in the two study neighbourhoods who were aware of non-profit housing units in their neighbourhood, had more negative perceptions of non-profit housing than those who were not aware. Forty-seven percent of the aware group reported that they would not want to live next door to non-profit housing residents, compared to only 18% of the unaware group. Thirty-two percent of the aware group reported that non-profit housing residents were a bad influence on their children, compared to only 9% of the unaware group.

On a more general attitudinal level, however, the aware respondents were more likely to feel that neighbours should accept the location of non-profit housing in their neighbourhood (58% vs. 45%). There was also an interesting

difference in the responses to the question of whether they would support or oppose the location of non-profit housing in their neighbourhood (see Table 2.8).

TABLE 2.8: PERCENTAGE OF AWARE AND UNAWARE GROUPS DEGREE OF SUPPORT OR OPPOSITION TO NON-PROFIT HOUSING IN THEIR NEIGHBOURHOOD

	n=19 Aware Neighbours	n=11 Unaware Neighbours
Support	37%	46%
Oppose	37%	55%
Indifferent	21%	0%
Undecided	5%	0%

The aware group reported a much higher incidence of undecided or indifferent responses than the unaware group. Consequently, they were less likely to oppose or support the concept. In contrast, a majority of the unaware group (55%) said they would oppose non-profit housing in their neighbourhood.

In general, then, it appeared that neighbours who were aware of non-profit housing units within their neighbourhood were apt to express more negative feelings about the residents of these units than those who were unaware, although they were less likely to oppose the location of non-profit housing in their neighbourhood. But this aware group was also equally divided between support for and opposition to non-profit housing in their neighbourhood whereas the unaware group revealed higher responses in opposition to non-profit housing. In causal terms, at least two alternative

explanations could account for some of the negative attitudes that were found among the aware group:

1. The aware respondents had experienced some kind of negative interaction with non-profits which increased both their awareness and their negative feelings.
2. Respondents who intially had negative feelings (that were not necessarily a result of negative interactions) towards non-profit housing were more apt to 'notice' non-profit housing units in their communities.

With respect to the first of these possible explanations, the aware respondents were asked whether or not the non-profit 'residents fit into' their neighbourhood. Only 5% responded to the negative. The largest proportion (58%) replied that they didn't know, 26% replied to the affirmative and 10% gave a qualified 'it depends' response. Among the 'aware' responders, then, only 5% felt that non-profit residents did not fit into their community. Most respondents did not know whether they fit in or not. This does not support the possibility that a substantial proportion of the 'aware' responders had experienced negative interactions with the non-profit residents.

When asked the same question about the housing units, rather than the residents, the incidence of negative responses rose. The proportion of aware respondents who felt that the buildings did not fit into the community was 53% as opposed to 47% who felt that they did fit in. In general, then, the aware

respondents were more likely to have concerns about the 'fit' of housing type than about the 'fit' of residents into their neighbourhood.

Taken together, these two sets of results suggest the following possible explanation - 'Aware' respondents are aware of the non-profit housing units but are not familiar with the residents living in them. The lack of familiarity with residents, coupled with a dislike of the units (among 53%) resulted in a reliance upon old negative stereotypes of non-profit residents. This might explain the inconsistency between the fact that 47% of the aware group replied that they would not want to live next door to non-profit residents and as many as 32% felt they might have a harmful impact upon their children, but only 5% replied that the non-profit residents did not fit into their community. The largest proportion (58%) replied that they didn't know whether non-profit residents fit in or not.

c) Municipal Non-Profit and Private Non-Profit Neighbourhood Comparisons

A comparison of the attitudes of 'aware' respondents within the two non-profit housing neighbourhoods yielded some interesting differences. In interpreting these differences, it is noteworthy that almost 85% of the aware group in the municipal non-profit neighbourhood were not aware of the municipal non-profit units - rather, they were aware of other non-profit units in their neighbourhood. These results cannot be construed, therefore, as a comparison between a municipal development and a private non-profit development. If anything, they can only be interpreted as differences between groups who are aware of different non-profit developments.

In general, the aware respondents in the private non-profit neighoburhood had more positive attitudes towards non-profit housing than did the aware respondents in the municipal non-profit neighbourhood. Results from the key questions are presented below:

- only 25% of the municipal non-profit neighbours felt they had nothing to fear from non-profit residents, while this was true of 43% of the private non-profit neighbourhood.
- 50% of the municipal non-profit neighbours felt that increased spending on non-profit housing was a waste of money while this was true of none of the private non-profit neighbours.
- 25% of the municipal non-profit neighbours felt that it was frightening to think of non-profit residents living in their neighbourhood, while this was true of none of the private non-profit neighbours.
- 50% of the municipal non-profit neighbours felt that non-profit residents might be a bad influence on their children, while this was true of none of the private non-profit neighbours.
- 50% of the municipal non-profit neighbours replied that they would not want to live next door to a non-profit unit, while this was true of only 43% of the private non-profit neighbours. The differences were greater at the positive end of the scale because of a much lower 'neutral' response rate among the private non-profit neighbours - only 17% of the municipal non-profit neighbours said they would not mind living next door to a non-profit unit while this was true of 57% of the private non-profit neighbours.

These results suggest, then, that the private non-profit neighbours had relatively positive attitudes towards non-profit housing even though they also had a relatively high level of awareness of the private non-profit development. The residents of the other neighbourhood appeared to have a more negative view of non-profit housing in association with an awareness of non-profit developments in their neighbourhoods.

It is also noteworthy that the private non-profit neighbours were more accepting of the non-profit buildings. When asked whether or not the buildings fit into their neighbourhood, 71% of the private non-profit neighbours responded to the affirmative as opposed to only 33% of the municipal non-profit neighbours. When asked the same question about the residents, the private non-profit neighbours were again more positive - 43% replied to the affirmative compared to 17% of the municipal non-profit group. The private non-profit group also had a lower 'don't know' response rate than the municipal neighbours (43% vs. 67%). The lower rate of 'don't know' responses among the private non-profit group suggests that this group is more willing to make a judgement about whether or not non-profit housing fit into their neighbourhood and consequently they had a higher level of awareness or familiarity of non-profit residents than did the municipal non-profit neighbours. This reduction in 'uncertainty' among the private non-profit neighbours was associated with an increase in positive perceptions.

d) Summary

1. Municipal non-profit housing neighbours were more aware than private non-profit housing neighbours of non-profit housing in their neighbourhoods but the majority of both groups identified sites other than the municipal non-profit housing site. Thus respondents answers reflect their thoughts about private non-profit housing sites.
2. This supports the tentative interpretation which was posed at the conclusion of section 2.2 of the report - negative attitudes towards non-profit housing and its residents tend to be associated with a dislike for the type of building and a lack of awareness of the residents. Conversely, more positive perceptions of the building type and awareness of the residents tend to be associated with more positive attitudes.
3. It is noteworthy that the enhanced support for non-profit housing does not necessarily translate into support for more non-profit housing units in their community. The private non-profit 'aware' neighbours were more likely to oppose the location of units than the municipal non-profit neighbours (43% vs. 33%). This may be based upon a perception that their neighbourhood already contains enough non-profit housing units.
4. The private non-profit neighbours had a more positive view of the housing units and the residents. They also appeared to be more aware of the residents, given the lower rate of 'don't know' responses referenced in the paragraph above. These factors combined to produce more positive feelings to non-profit housing among this group.

3.0 SUMMARY OF MUNICIPAL NON-PROFIT RESIDENTS' RESPONSES

The fourth and final group of respondents from whom data was collected are the municipal non-profit residents. Residents were asked about the quality of housing, transportation to necessary services, social support networks and stigma. Sections a) through d) provide a summary of this data.

3.1 Housing

- 60% said their units were 'in good condition' or 'alright' when they first moved in.
- more than 50% said they were 'satisfied' with the following: outdoor landscaping, indoor heat, toilet facilities, flood control, odour control, rodent control, insect control, air circulation, electricity, hot running water, drinking water, supplied appliances, garbage disposal, play areas and parking space. Items with which respondents were generally 'dissatisfied' include the paint and cleanliness/maintenance.
- 75% said they noticed construction defects in their units.
- 60% thought the kitchen space was not adequate while 55% thought the dining room space was not adequate; bathroom space, private space for self, unit layout, storage and closet space and bedroom space were all rated adequate, good or excellent by all the respondents.
- over 80% said they do not have problems with vandalism, grafitti, overcrowding or management.
- 80% think that living where they are is a 'positive experience'.

- more than 80% said the inside and outside appearance of their units were 'important' or 'very important'.

3.2 Transportation

- On average, 70% perceive services (e.g., grocery and convenience stores, their doctor, a pharmacy, an elementary school, a hospital, a dentist, a department store, a recreation center and a park) to be 'easily accessible' even though most of these are located more than three blocks from respondents' home.
- There were no differences between RGIs and LEMs regarding access to services except 60% RGIs said it is 'difficult to access' their doctor.
- The majority have a car in the family and very few use the public transportation system unless their car is not available.

3.3 Social Support Networks

- 75% said they exchange or borrow items from their neighbours.
- 65% said they talk to at least one neighbour about personal concerns or worries yet 80% said their neighbours are not among their closet friends.
- 75% still maintain contact with the neighbours where they used to live.
- 60% said their contacts with close relatives have not changed since moving into their non-profit unit.

3.4 Stigma

A difference in thoughts within the municipal non-profit residents group had not been anticipated at the outset of this research. After the data had

been collected, different trends in the data emerged between rent-geared-to-income respondents (RGI, n=5) and low-end-of-market rent respondents (LEM, n=15). The following list presents an overview of statements to which each group was asked to respond. These 2 groups were asked to respond to these statements by answering 'always', 'sometimes' or 'never'.

#1. Eighty percent of the RGI respondents indicated that they 'always' or 'sometimes' think that living in non-profit housing has given them a positive outlook on life whereas LEM respondents (87%) said it 'never' has.

#4. 60% of the RGI respondents said they 'always' think that, even though other people know they live in non-profit housing, they are treated like everyone else; but 60% of the LEM respondents 'never' feel that way.

#7. Both RGI (40%) and LEM (93%) respondents said they 'never' think they are too far away from necessary services although another 40% of the RGI respondents said they 'sometimes' feel that way.

#10. 87% of LEM respondents said they 'never' feel a sense of security living where they do but 80% of the RGI respondents 'always' feel a sense of security.

#11. RGI and LEM respondents answered with similar percentages regarding a strong attachment to their home and neighbourhood. The responses were almost evenly distributed across 'always', 'sometimes' and 'never'.

Thus, RGI and LEM respondents have opposite views about non-profit housing by helping them develop a positive outlook on life (#1), being treated like

everyone else despite the fact they are non-profit residents (#4) and having a sense of security as a result of living in non-profit housing (#10). The only item which revealed similar responses between the two groups focused on the nearness of necessary services (#11).

The RGI respondents seem to feel more positive about how they are treated by others. In general, they also do not think people have negative perceptions about them. Finally, they do not possess an abundance of negative self perceptions.

On the other hand, the LEM respondents are not generally as positive: as a group, non-profit housing has not helped them develop a positive outlook on life, they feel they are treated differently by others because they live in non-profit housing and they do not have a sense of security living where they do. Yet they do not feel really different from the RGI group either. They (100%) 'never' wish that there weren't subsidized units in their complex and 60% 'never' think (while 27% 'sometimes' think) that living in non-profit housing forces them to live with people who are different from themselves. Nonetheless, 47% said they can 'always' tell (and 27% said they can 'sometimes' tell) after living in non-profit housing for awhile which people live in subsidized units. In conclusion, although LEM respondents do not say they are different from RGI residents, they seem fairly able to identify RGI residents as different from themselves.

4.0 CONCLUSIONS AND RECOMMENDATIONS

4.1 Municipal Non-Profit Housing Residents

a) Conclusions

The results of this resident questionnaire indicate that, overall, the municipal non-profit residents are satisfied with their housing in terms of space (e.g., size of rooms), plumbing and water, heat and electricity, play areas, parking and landscaping. But a majority noted construction defects including leaky basements, cracked walls and door hinge problems. Thus, it appears that the quality of building materials and workmanship should be given due consideration when non-profit housing is being built. Also, since a majority of the respondents stated that the appearance of the exterior environment surrounding their units was important, appropriate maintenance should be ensured.

A majority perceive services to be easily accessible. Thus, it does not appear that living where they are has affected their ability to get to necessary services. Most residents have a car and do not use public transportation unless the family car is not available. Thus, even though most residents have a car, access to public transportation may still be necessary because it is used when the car is not available. Further study is needed to determine whether RGI residents actually require public transportation to a greater extent than do LEM residents.

Residents' social support networks do not appear to be negatively affected by where they live. A majority of respondents are still able to contact old neighbours, friends and relatives as necessary.

Finally, low-end-of-market rent (LEM) respondents are more negative than rent-geared-to-income (RGI) respondents about the impacts of non-profit housing on themselves. They do not think that non-profit housing has given them a positive outlook on life, they think they are treated differently by other people and they do not feel secure where they live. In contrast, the rent-geared-to-income (RGI) respondents perceived a more positive effect on these three items. A majority of LEM respondents do not think that living where they are forces them to live with people who are not like themselves yet they said they can easily identify people on subsidies after they had been there for awhile. One possible explanation for a higher degree of positive responses from RGI residents is that they are just happy to have a place to live because they have struggled hard to get there (e.g., long waiting lists, etc.). In relative terms, RGI residents may think that where they came from is much worse than what they have now, whereas the LEM residents may not make the same judgement.

b) Recommendations

1. THAT GOOD QUALITY BUILDING MATERIALS AND WORKMANSHIP BE CONSIDERED IN THE DEVELOPMENT OF NON-PROFIT HOUSING SO THAT BUILDINGS DO NOT DETERIORATE QUICKLY.

2. THAT THE EXTERIOR ENVIRONMENT SURROUNDING NON-PROFIT HOUSING UNITS BE MAINTAINED BY THE NON-PROFIT HOUSING BOARD SINCE A MAJORITY OF RESIDENTS STATED THAT THE OUTSIDE APPEARANCE OF THEIR UNITS WERE IMPORTANT TO THEM.
3. THAT FURTHER RESEARCH BE UNDERTAKEN TO FURTHER EXPLORE, UNDERSTAND AND SUBSEQUENTLY IMPROVE THE "RELATIONSHIP" BETWEEN RENT-GEARED-TO-INCOME RESIDENTS AND LOW-END-OF-MARKET RENT RESIDENTS.

4.2 Three Groups of Neighbours

a) Specific Conclusions

i) "Not In My Backyard" Dilemma

The results of this study provided evidence for the existence of the well-known 'not in my backyard' attitude towards non-profit housing. Although support for non-profit housing programs was wide spread, this support tended to diminish as the issue became 'closer to home' for respondents. A majority of respondents (56%) were opposed to the location of non-profit housing in their neighbourhoods.

The most frequent sources of concern were related to issues of decreased property values and increased population densities. These responses appeared to be linked to an opposition to the development of townhouses in neighbourhoods regardless of whether or not they were non-profit in nature.

A smaller group of approximately 30% to 40% had concerns about the kinds of residents who would live in non-profit housing. An analysis of the results pertaining to the causes of this opposition were consistent with the following explanation - negative attitudes towards non-profit housing and its residents tend to be associated with a dislike for the type of housing and a lack of awareness of the residents. If the units are judged to 'fit' into the neighbourhood and if neighbours have an opportunity to interact with residents and thereby develop an awareness of them, the level of opposition can be reduced.

ii) Awareness and Level of Opposition

The results did not support the proposition that the introduction of non-profit housing units in a neighbourhood caused enough disruption to increase the level of opposition to non-profit housing. In general, non-profit neighbours had slightly more positive feelings towards non-profit housing than did the control respondents who did not live in as close proximity to non-profit housing.

Related analysis suggested that opposition decreased from 57% to 37% among respondents who reported that they were 'aware' of non-profit units in their neighbourhood. This decrease in opposition, however, was not associated with an increase in support. It appeared, instead, to be associated with an increase in neutral or indifferent attitudes towards non-profit housing. This suggests that awareness of non-profit housing in the community results in a shift of a number of 'opposers' to a more neutral position.

If, however, these units had resulted in disruption to the neighbourhood, a shift from 'favourable' and 'neutral' to 'opposed' would have occurred. These results, then, do not support the suggestion that significant disruption occurs as a result of non-profit housing.

iii) Perception of 'Fit' Between Municipal and Private Non-Profit Neighbours

The lack of awareness among neighbours of the municipal non-profit units in their neighbourhood made it impossible to compare the differential effects of private non-profit and municipal non-profit housing upon their respective neighbourhoods. The other non-profit sites were obviously more visible than the municipal non-profit units although the perception of the degree to which the other non-profit units 'fit into' the neighbourhood was very positive. Consequently, the heightened visibility of non-profit units did not appear to cause problems.

The results from the private non-profit neighbourhood strongly suggest that non-profit housing units can receive a relatively high degree of support in a community, if they are judged to 'fit in'. Fundamentally, the data indicated that housing type is an important factor in respondents' perceptions of what 'fits in' to their neighbourhood - single family homes 'fit in' to single family home neighbourhoods.

b) General Conclusions

Some opposition to non-profit housing will occur in every neighbourhood. Based upon a general interpretation of these results, the initial introduction

of planned, non-profit housing in a neighbourhood could meet with opposition from between 56% and 66% of the residents. Most of this opposition will be based on concerns related to decreased property values, increased population density and incompatible housing types. A group of approximately 30% to 40% will also have strong concerns about the nature of the residents.

Given the introduction of units which are judged to 'fit into' the neighbourhood and given an opportunity for interaction between residents and neighbours, the incidence of negative feelings among neighbours can be reduced. This reduction in opposition appears to be related to an increase in 'neutral' attitudes towards the units.

The placement of non-profit housing in a neighbourhood does not inevitably result in problems. A well-planned development which facilitates interaction between residents and neighbours can actually reduce the level of opposition to the units. Conversely, it is probable that poorly planned developments which do not 'fit in' to the neighbourhood and which isolate residents from their neighbourhood will serve to reinforce negative stereotypes about the residents of non-profit housing and thereby reinforce the existing opposition to non-profit housing units. These general effects may apply to any non-profit housing unit, regardless of whether they are municipal or private non-profit developments.

At this point 'opposition' should be further defined. The most frequent sources of concern, which subsequently and usually lead to opposition, relate to issues of decreased property values and increased population densities. These responses appeared to be linked to an opposition to the development of townhouses as opposed to non-profit housing per se. Evidently, the type of housing in neighbourhoods has an important effect on people's perceptions.

c) Recommendations

4. GIVEN THE FREQUENCY OF CONCERNS ABOUT PROPERTY VALUES AND GIVEN THE APPARENT LACK OF EMPIRICAL RESEARCH ON THE EFFECTS OF NON-PROFIT HOUSING ON PROPERTY VALUES, THE FOLLOWING RECOMMENDATION IS POSED - THAT REPRESENTATIVES FROM THE SOCIAL PLANNING AND RESEARCH COUNCIL AND THE MUNICIPAL NON-PROFIT HOUSING CORPORATION MEET WITH REPRESENTATIVES FROM THE HAMILTON REAL ESTATE BOARD FOR THE PURPOSE OF REVIEWING THE FEASIBILITY OF ANALYZING THE RELATIONSHIP BETWEEN NON-PROFIT HOUSING AND NEIGHBOURHOOD PROPERTY VALUES IN HAMILTON-WENTWORTH.
5. GIVEN THE IMPORTANCE OF THE 'FIT' OF UNITS INTO A NEIGHBOURHOOD AND THE APPARENT IMPORTANCE OF INTERACTION AMONG RESIDENTS AND NEIGHBOURS WITH RESPECT TO FACILITATING NEIGHBOURHOOD ACCEPTANCE, THE FOLLOWING PRINCIPLES ARE RECOMMENDED:
   A) THAT NEIGHBOURS OF A PROPOSED NON-PROFIT SITE BE INVOLVED IN THE PLANNING AND SITE DEVELOPMENT PHASES TO ENSURE THAT THEIR CONCERNS ARE NOTED BY THE PROJECT DEVELOPERS (e.g. BUILDING TYPE, ETC.). "HIDING" A NON-PROFIT HOUSING DEVELOPMENT IN A NEIGHBOURHOOD MAY NOT BE A GOOD IDEA.

B) THAT PLANS FOR PROPOSED NON-PROFIT DEVELOPMENTS INCLUDE SPECIFIC PLANS FOR FACILITATING THE INTERACTION OF RESIDENTS AND NEIGHBOURS (e.g., LOCATION AND ORIENTATION OF BUILDINGS, PATHWAYS, PLACEMENT OF COMMUNITY CENTERS, ETC.)

6. GIVEN THE PREVALENCE OF NEGATIVE STEREOTYPES ABOUT NON-PROFIT HOUSING RESIDENTS, IT IS RECOMMENDED THAT AN ORGANIZED COMMUNTY EDUCATION PROGRAM BE DESIGNED FOR USE IN NEIGHBOURHOODS WHERE NON-PROFIT SITES ARE PLANNED. THIS EDUCATION PROGRAM SHOULD INCLUDE:

   A) FACTUAL INFORMATION ABOUT THE NATURE OF NON-PROFIT HOUSING, ELIGIBILITY REQUIREMENTS AND THE CHARACTERISTICS OF RESIDENTS;

   B) AN ABSTRACT OF THE RESULTS OF THIS STUDY PERTAINING TO NEIGHBOURS' PERCEPTIONS OF SOCIAL HOUSING;

   C) ANY OBJECTIVE INFORMATION WHICH CAN BE GATHERED PERTAINING TO PROPERTY VALUES;

   D) INFORMATION ON THE MANNER IN WHICH NEIGHBOURS CAN PARTICIPATE IN THE PLANNING OF NON-PROFIT HOUSING IN THEIR NEIGHBOURHOODS.

The Social Planning and Research Council has applied for support from the Federal Department of the Secretary of State for funding to develop a community education package of this nature.

4.3 Recommendations for Future Activity

7. THAT DESCRIPTIVE INFORMATION ABOUT THE VARIOUS NON-PROFIT HOUSING DEVELOPMENTS (INCLUDING THEIR NEIGHBOURHOODS) LOCATED NEAR THE THREE STUDY POPULATIONS OF THE PRESENT STUDY BE COLLECTED IN ORDER TO SEE IF THIS DATA COULD ACCOUNT FOR THE VARIATION FOUND AMONG THE NEIGHBOUR GROUPS. THIS WOULD INCLUDE BUT NOT BE LIMITED TO:
   A) DEMOGRAPHICS (USING CENSUS INFORMATION),
   B) CONTEXTUAL INFORMATION ABOUT THE SITES INCLUDING AGE OF SITE, RESIDENTIAL MIX AND OTHER DEVELOPMENTS, AND DIFFERENCE IN THE MEDIA COVERAGE OF THE SITES (i.e, CONTENT ANALYSIS, ETC.).
8. THAT POLICE DEPARTMENT DATA ON CRIME RATES BE COLLECTED FOR THE STUDIED NEIGHBOURHOODS AND OTHER SIMILAR NEIGHBOURHOODS (AS CONTROLS) TO SEE IF THERE ARE SIGNIFICANT DIFFERENCES AND SIMILARITIES.
9. THAT RESEARCH BE UNDERTAKEN TO EXPLORE FURTHER THE GENERAL SOCIETAL BIAS WHICH EXISTS AGAINST LOW INCOME PEOPLE WHETHER THEY LIVE IN NON-PROFIT HOUSING OR NOT. AND TO ALSO, EXPLORE THE POSSIBILITY OF "PUBLIC EDUCATION" TO ALTER THIS BIAS.